

Remarks

Specification

The specification has been amended as outlined above to provide basis for the computer program product claims.

Claim objections

Claim 32 has been amended to depend from claim 27

Claim rejections 35 USC § 101

Claims 15-18 have been deleted.

Claim rejections 35 USC § 103

Claims 1-4 and 9-14

Examiner will note that each of independent claims 1, 12 13 and 14 has been clarified to more clearly recite the operation of the web page controls provided by the web server of the invention which in turn communicates commands to the contact center.

A first of these controls enables a user from a first web page to "terminate a communication session". Another control either provided on the first web page or a second web page linked to the first web page involves a second command, different from the first command. Some examples of the second command are provided in the claims dependent on claim 1.

Turning now to US 7,050,568, Brown, relied upon primarily by the Examiner.

The disclosure in Brown as far as col. 6, lines 48-50 and 51-61 is relatively clear. A user connecting to a contact center is provided with an IVR menu, Figure 4, including an option "2", which enables the user to specify a pause time for their call, and an option "#" which enables the user during this pause time or by default at the end of the pause time, to return the call to on-hold mode. Thus, the user is able to switch from being on-hold, to pause and back to on-hold for a given contact with the contact center.

Towards the end of the specification, Brown proposes that the IVR menu of Figure 4 could be presented to the user on a web page and an example is shown in Figure 5 in particular showing one pause button 502 (not included in the text).

The operation of a web server providing this web page is not explained any further and one is given no idea from Brown as to what a user might do or see once their position has been paused in the hold queue.

In fact, it is not even certain that the queue being considered in Brown is the queue in which a contact for the user through their "station set 102" is being maintained. For example, the schematic diagram of Figure 2 does not even show a web interface for the call center and so it cannot be assumed that Brown is considering using a web session for a user to control for example a telephony session which is on hold.

Even if this could be read into the disclosure of Brown, and even this may require knowledge of the present invention, one is given no idea what the contact center or web server to which it might be connected might do once a contact has been paused.

It is perhaps reasonable to assume that if the web server supplying the web page were somehow connected to the contact center and the web server had somehow managed to cause a user's contact to be paused, the user would return to their "station set 102" either to wait for the contact to return to on-hold; or to press "#" on the "station set 102" to have the call return to on-hold.

Applicant therefore submits that this is the extent of the teaching of Brown and the extent of what may be implied from the teaching of Brown.

Separately, the teaching of US 2002/0038354, Ogasawara is clear and applicants agree with the Examiner's assessment of the extent of the disclosure of Ogasawara, that is, Ogasawara enables a user who is browsing a sequence of web pages to store a cookie or equivalent so that if they return to a web site within a given period of time, they can return to the "Bookmarked" web page within the sequence of pages.

However, Ogasawara is not concerned with handling live contacts in a contact center, nor is Ogasawara concerned with handling the state of a communication session in one medium, through interaction with web pages in a second medium.

It is therefore submitted that the skilled person would not necessarily consider combining Brown and Ogasawara, and even that is not clear why the skilled person with knowledge of Brown might consider Ogasawara to be of assistance.

For example, Brown is not concerned with providing a sequence of web pages and so has no need to consider why a user might need to return to any given page after potentially a long delay – Ogasawara mentions time periods of the order of 1 – 3 months – a delay much longer than for example 10-15 minutes of being paused/on-hold.

Even if Ogasawara were combined with Brown, Applicants submit that the skilled person would not consider employing different controls either within a given page or from page to page with different ones of these controls causing the web server to provide different commands to the contact center as claimed in claims 1, 12, 13 and 14.

It is worth re-iterating, once again, that each of claims 1, 12, 13 and 14 positively recite that the first command to the contact center causes the communication session for the user to terminate.

This is simply not the case in Brown where a given contact simply changes between an on-hold state to a pause state and of course this is not of concern in Ogasawara.

According to the invention as claimed in claims 1, 12, 13 and 14, there is a requirement that the contact terminates i.e. no session would remain open for the user at the contact center once the first command is acted upon.

It is the insight of the present inventors to provide a user who has issued such a command with a web page (either the original web page or another web page) including a control which generates a second command different from this first command and which they may activate subsequently to re-contact the contact center.

Many examples are given for the second command including enabling the user to send an e-mail or submit information via a form or to request a call back – none of which are contemplated or disclosed in Brown nor in any possible combination of Brown and Ogasawara.

Applicants therefore submit that claims 1 to 4 and 9 to 14 are novel and non-obvious in view of Brown and Ogasawara, alone or in combination.

Claims 22-26

On page 8 of the action, Examiner rejects each of claims 22, 23 and 26 as well as dependent claims 24 and 25 for the same reasons as the rejection of claim 1.

Applicants would first of all point out that each of independent claims 22, 23 and 26 differs slightly in scope from claims 1, 12, 13 and 14 discussed above.

Each of these claims require the provision of both a first web page and a second web page:

- the first web page enables the user to identify a contact within the contact center to the web server;
- the second web page includes one or more controls which enable the user to influence the status of the contact.

Even if the web page shown in Figure 5 of Brown could be construed as being equivalent to the second web page, it should be plain that Brown simply does not disclose a web server providing a page enabling a user to identify their contact within a contact center and for the web server to retrieve information about that contact from the contact center before the web server proceeds to display the second web page.

Brown is absolutely silent about how a user might arrive at the point of viewing the page shown in Figure 5. As discussed above, it is not even clear from Brown that this page might relate to the various queues for communication sessions at a contact center.

Equally Ogasawara could add nothing to the disclosure of Brown in this regard. As such the combination of these references, even if appropriate, could not have the skilled person arrive

at the invention as claims in these claims let alone in the same manner as for claims 1, 12, 13 and 14.

Applicants therefore submit that claims 22, 23 and 26 are indeed novel over Brown, but also that any addition or combination of the disclosure of Ogasaware with Brown could not have the skilled person arrive at the complete set of features claimed in claims 22, 23 and 26.

Claim 27-28, 32, 33, 34

Examiner will note that each of independent claims 27, 33 and 34 again positively recites a contact center receiving from a web server a command which terminates a communication session.

As discussed in relation to claims 1, 12, 13 and 14 above, Brown does not disclose terminating a communication session.

However, the Examiner has again mistakenly not appreciated that these claims differ in scope from claims 1, 12, 13 and 14 and as such, even if the argumentation were correct, the same grounds could not apply to these claims as for 1, 12, 13 and 14.

Furthermore each of claims 27, 33 and 34 continues by reciting that after the session has been terminated, a new communication is received from the user via the web server.

As Brown is not concerned with a contact which will terminate or what to do once a contact has terminated, it should be clear that any interpretation of the functionality of the web page of Figure 5 can only relate to activities during the life of a contact.

Applicants submit that for the Examiner to argue that Ogasawara might be combined with Brown to provide a communication from a web server to a contact center after the termination of a contact involves knowledge of the present invention and that as such impermissible hindsight has been used in the formulation of the rejection based on Brown and Ogasawara. Reconsideration is, therefore, urged.

Claims 41-43

Finally, Applicants note that again the Examiner argues the same logic as in relation to claims 1, 12, 13 and 14 applies to claims 41-43 filed in response to the first office action.

Critically, however, the Examiner has failed to notice that in each of claims 41-32 in feature d), there is positively recited the feature of responding to a command from a web page to switch a contact between queues in the contact center.

Brown simply does not mention any such possibility through or in relation to the IVR menu of Figure 4, or the web page of Figure 5.

Ogasawara cannot advance the art in this respect as it is not concerned with contact centers, and, as such, Applicants submit that the rejection is not well founded and Applicants would request reconsideration of the rejection of these claims bearing this in mind.

In view of the amendments and arguments made herein, Applicants respectfully request that the Examiner withdraw the rejections, and allow the application.

A Petition for Extension of Time is also submitted herewith.

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Respectfully submitted,



William M. Lee, Jr.

Registration No. 26935

Barnes & Thornburg LLP

P.O. Box 2786

Chicago, Illinois 60690-2786

(312) 214-4800

(312) 759-5646 – Fax